

## RMSS CASE STUDY

# Flight Centre Limited

*RMSS provides Flight Centre Limited with a solution to monitor and report on risks across its entire store network.*



### Organisation

Flight Centre Limited  
[www.flightcentre.com.au](http://www.flightcentre.com.au)

### Location

Queensland, Australia

### Business

Travel services

### Employees

12,000+

### Asset Portfolio

- AU\$1 Billion per month transaction value
- Delivers travel services in 11 countries
- Independent local operators in 40+ countries

## About Flight Centre

Flight Centre Limited is Australasia's best known travel agency group with a global workforce of 12,000 employees and more than 2000 shops and businesses in 11 countries, generating approximately AUD1 Billion per month in transaction value.

The company, through its retail and corporate brands, provides a complete travel service for leisure and business travellers in Australia, New Zealand, the United States, Canada, the United Kingdom, South Africa, Hong Kong, India, China, Singapore and Dubai.

In addition, the company's corporate travel management network, FCm Travel Solutions, extends to more than 40 other countries through strategic licensing agreements with independent local operators.

Flight Centre Limited's best known and most successful business is the Flight Centre retail travel brand. The company's other leisure, corporate and wholesale brands include:

Escape Travel, Travel Associates, Student Flights, quickbeds.com, FCm Travel Solutions, Stage & Screen Travel and Freight Services, Kistend and Campus Travel, CiEvents, Infinity Holidays and Overseas Working Holidays.

## The Challenge

Given the size of the organisation in terms of number of employees, geographic scope and number of stores, the ability to collect, manage and report on risk and compliance related data was a major challenge. This was compounded by the manual processes that were being used to coordinate such activities.

Flight Centre needed an integrated business risk management and compliance framework that provided the board and senior management with the ability to identify, evaluate, monitor and manage significant risks to enhance their shareholders' value and protect key strategic assets.

The company secretariat was tasked with the challenge of overseeing risk management and compliance matters that included regulatory compliance, legal and global risk and audit teams.

The global risk and audit teams played a very important role in collecting and monitoring risk and compliance related data in a consistent manner across its entire network of 2,000 shops. Previously, the recording of these audits and their results was performed in disparate, decentralised systems, for example via spreadsheets.



Without a centralised database, and a suitable risk and compliance framework it was almost impossible to identify themes and trends, monitor risks effectively and assure the Board that Flight Centre was meeting its compliance and regulatory obligations.

This was a daily challenge for Ben Barnes, Head of Flight Centre's Global Risk and Audit Team.

"Our challenge was to make our business processes more transparent," Ben Barnes explained. "We needed to implement a system where we have a centralised recording of data, where we had the ability to monitor both the risk of the shops and the productivity of the accountants at the shops, and consistent, professional reporting on the audit data."

### The Solution and Benefits

After a thorough selection process, RMSS was selected as Flight Centre's preferred vendor in late 2006 and after a collaborative implementation process over a three month period, Flight Centre rolled out RMSS' hosted **compliance** manager solution throughout their global store network.

Given the rapid local and international growth of the Flight Centre business, RMSS' solution also addressed the need for flexibility, scalability and ease of use so that for example the risk and compliance audit teams experienced minimal change management.

"We didn't want to implement a different process," said Ben Barnes.

"We wanted to take the process we were already using and transfer it to a central, online database, instead of using spreadsheets.

"RMSS' solution gave us that database, as well as consistency across the business of what needs to be done and what needs to be checked as a business control."

RMSS' solution is currently used by more than 100 auditors and accountants undertaking audits both in Australia and internationally. Senior Managers and the Board are now able to receive risk and compliance data and reports across the business helping to drive decision making and importantly enabling Flight Centre to meet its risk and compliance related obligations.

Providing further clarification, Ben Barnes stated that "utilising RMSS' solution we are now able to provide risk and compliance audit and business reports to the Board to ensure prompt action can be taken if any material issues are discovered."

Flight Centre's Global Risk and Audit Team also has access to an online database of risk and compliance audit results across the whole business, facilitating enterprise-wide reporting on risks and trends in their stores. Additionally having a consolidated online risk and compliance database has delivered real value to Flight Centre, by creating more controls around existing business processes.

"A real benefit of RMSS to us is reporting on risks in-store," Ben Barnes stated. "We are able to report on the output of a questionnaire and get an overview of trends and themes."



### For More Information

To find out more about RMSS' software solutions please contact us:

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Website: [www.rmss.com.au](http://www.rmss.com.au)

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### Flight Centre Brands

